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Date: December 8, 2006

To: Laurel Gebo
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From: Leslie Howe, Quality Improvement Specialist

Re: 2006 Quality Assurance Review

An on-site review of Easter Seals Services was completed October 16-20, 2006 by Leslie Howe and Chris Kleinsasser, Quality Improvement Specialists in the Region II Developmental Disabilities Office, utilizing the references and guidelines found in the *Quality Assurance Process for Adult and Group Home Services* dated July 1, 2005. The following report contains the findings, comments, and recommendations from a review of the services provided by Easter Seals. A sample of consumers from day services, Supported Employment, Supported Living, and all Community Supports individuals were reviewed. Quality Assurance Observation Sheets (QAOS) were written for positive and negative findings. Deficiencies will require a written response by December 22, 2006.

Please remember this is a snapshot of services and may not reflect other findings from more detailed reviews done internally or by other licensing agencies. The Developmental Disabilities Program Region II office wishes to thank the staff at Easter Seals for their cooperation in the review.

December 8, 2006

QUALITY ASSURANCE REVIEW

Scope of Review

The on site review for Easter Seals was completed October 16-20, 2006 by Leslie Howe and Chris Kleinsasser for the period of September 2005-October 2006. All areas of service were reviewed: Work/Day services, Supported Living, Supported Employment, and Community Supports. There were 15 folks in the random sample in addition to all of the 14 individuals receiving Community Supports during the review period.

General Areas

A. ADMINISTRATIVE

Accreditation

Easter Seals has national accreditation by CARF. Their last survey was completed May 3-5, 2004. Easter Seals received a three-year accreditation and they are busy getting ready for the next CARF review scheduled for March 2007. They had a mock survey in November. Because the recommendations from the last CARF survey were mentioned in the 2005 Easter Seals Quality Assurance Review, they will not be included in this review.

Agency internal communication systems:

Easter Seals appears to have a good internal communication system. They have an internal grievance process. Staff and consumers are made aware of the process and it can be found in the policy book.

Fiscal (results of A133 audit, referrals to Medicaid Fraud or QAD review, client funds & record keeping).

Easter Seals was in the middle of an audit during the on-site review. The Desk Review of the A-133 Audit report was completed on May 2, 2006 and a copy of the report is on file at the Developmental Disabilities Program regional office. No findings or questioned costs were found in the audit report or Developmental Disabilities Compliance report. Es is a low risk auditee. No referrals were made to Medicaid Fraud or QAD. A copy of the Easter Seals- Goodwill Northern Rocky Mountain financial statements for 2005 is also on file at the regional office.

Significant Events from the agency

Easter Seals continues to participate in "bridge building" with another large provider in Great Falls. Trying to get along better and increase communication was suggested by this office and it is nice to see that it continues. Good communication between residential and vocational services is imperative to ensure the health and safety of the individuals served in Great Falls is maintained.

The direction for the Easter Seals programs in Great Falls continues to come from Billings and the local director is responsible for the Great Falls operations only. This appears to continue to work well. All service areas had numerous highlights and accomplishments to report from the last year.

Community Supports/Supported Living:

- Medicare Part D meetings and sign ups—Clients are receiving the benefits that they are entitled to.
- Moving and assisting in locating affordable housing-- This past year 5 individuals moved to new apartments. Staff assisted with filling out paperwork to qualify for the new assisted living apartments and to qualify for the assistance programs that they are entitled to, looking at many different apartments/houses that they could afford as well as provide them with a safe and healthy living environment, sorting, packing, and moving into new apartments, and making all the appointments to transfer utilities. Several others were assisted to complete their recertification processes for their housing assistance.
- Community Inclusion—there was a goal this summer to assist Easter Seals clients to develop a feeling of belonging to their community. Staff assisted in participation in numerous community activities; something different was done every week.
- Nutrition classes-- In conjunction with MSU Extension services, 2 classes on nutrition were conducted. Clients learned new skills by hands on experience.
- Record Tracking-- A system was developed to track client hours in conjunction with the new rate redesign project to ensure that Community Supports and Supported Living clients receive the hours that they are entitled to receive.
- Community Supports—with tutoring an individual has started to read at a 4th grade level Supports for another individual have enabled her to maintain her health, improved her self esteem, and enabled her to participate in many community events that she would not have access to without the supports from Easter Seals.

Outsources Unlimited and the Mail Room:

- Contracts: Mail room clients for October had a 9220.10 month which is the biggest month they have seen. Contacts were increased to include doing the food bank mailings--16,425 pieces!
- Exercise program: a weekly exercise class has begun that includes walks, work out tapes, and dancing to help individuals maintain their health.
- Cooking class: a cooking class is held one time per quarter that all clients have the chance to participate in and then to eat what they have made. Individuals are learning hands on how to make recipes.

- Sewing class: One of the staff, , has had her mom teaching a 6 week sewing class. It has been such a success that many others are interested and they are looking at having this ongoing.
- Reading class: Staff are working on site words. One individual has always wanted to read and is now able to read at least 50 site words and could only read about 3 words before.
- No staff turn over in 1 year with the exception of the team leader who retired from Easter Seals-Goodwill Northern Rocky Mountain.
- A client of the month program was created that will let every client have their own month.

Supported Employment Highlights:

- Easter Seals made 3 presentations to 3rd and 4th graders in the public school system on disability etiquette at the request of the school system.
- In January two new janitorial standards were set for the clients working at the center and at Lady of Lourdes.
- One of the clients received CPR/ First Aide training through Easter Seals and received her certification to keep her job: the job required her to be certified.
- Community Based Assessments and were done with numerous employers: Big Sky Bus Lines, The Feedlot, Cattins, Super 8, The Breaks, Karen's Sub's and More, Perkins, Great Falls Inn, and Carmike, which resulted in jobs. Marketplace McDonald's and Dollar Tree decided that they would hire rather than do a Community Based Assessment.
- The new Rate design system has given staff the opportunity to use their creativity and employment placement skills to better serve individuals in Supported Employment services.
- Easter Seals is in the process of doing Career Planning which has taken the place of a Supported Employment Plan and they are better able to address the individuals' wants and needs.
- An individual that has been employed for 9 years at Sam's Club wanted to transfer his job to Seattle. He was assisted with that and when he decided to stay, they helped him in getting his job back.
- In February, Supported Employee Evaluations were sent out to all employers. The Employers sent them back with good results, which help Easter Seals maintain good quality of service to both employer and employee.

Life skills accomplishments (the main Center and Community Access):

- Communication: a main focus is opening the lines of communication with work staff and the residential providers. Easter Seals has made some great progress, which has made things run much smoother for the consumers served.

- Art Class: Several consumers participated in an art class at Paris Gibson Square this year and had their artwork included in a show at the annual art show.
- Meals on Wheels: Easter Seals has picked up Meals on Wheels delivery one time a week; this helps with disability awareness and gives the clients an opportunity to "give back" to the community.
- Client Reading program: Several Clients took the city bus down to the Library to participate in the summer reading program.
- Learning fire safety: Several Groups attended the fire station fire safety program.
- Military awareness: Most of the life skill team received a VIP tour of the Malmstrom Air Force Base museum and learned of the historical significance of Malmstrom in Great Falls.
- City Water program: A few of the individuals wanted to go down town to water the plants this summer. The Life Skill Team did this 3x a week during the summer months.
- Eagle Mount: several activities that the Life Skill Team took part in were Rafting Trips, Pontoon Trips and Animal assisted therapy.
- Cooking Class: Consumers participated in three cooking classes that have evolved into lessons to help learn about upcoming holidays throughout the year.

Policies & administrative (DDP) directives

Easter Seals policies were reviewed and seem in order. They maintain HIPAA regulations with the consumer files by keeping them in a secure area and using numbers instead of names on the files.

An Incident Management Coordinator position has been maintained at Easter Seals with respect to the state Incident Management policy. The Critical Incident Coordinator is also the staff trainer and is currently a team leader at Outsources Unlimited and the Mail room.

Easter Seals continues to participate in the rates reimbursement project in Region II. Changes in the rates reimbursement system have been finalized since the last review. Easter Seals has managed to maintain their professional standards of doing business despite the many trials involved in getting the cost plans and invoices done to the Developmental Disabilities Program's specifications.

Licensing

Easter Seals does not have any licensed group homes. They have a current Department of Labor Certificate on file for their day service sites.

QAOS Sheets

Two routine QAOS Sheets were written to Easter Seals and Quality Life Concepts in the past year concerning their commitment to providing better

Incident Management services. Both providers were commended for providing more than is required. No responses were necessary.

Quality Assurance Observation Sheets from last review included the following:

- 1.) Incident reporting
- 2.) Staff training
- 3.) Individual Planning
- 4.) Medication safety

All responses were accepted.

Medication Errors

Easter Seals documents medication errors on Incident Reports and sends this information to the Developmental Disabilities Program regional office as part of the monthly incident management trend summary. There has been a decrease in medication errors in 2006 from 38 in 2005 to only 7 so far in 2006. Only med certified staff people are supervising medication administration. Easter Seals is striving to have all of the staff med certified. As a result of a potential serious medication error this year where two individuals with seizures were given the other's medication, Easter Seals changed the method of assisting with medications at the main Center. One staff is responsible for the entire building and takes a med cart around to each room at med times. The responsibility is rotated amongst the staff. All medications are also secured in one area. Using bubble packs for narcotic PRN medications was started after a missing medication was found. Quality Assurance Observation Sheet A

Rights Restrictions

Easter Seals has no behavioral programs that use aversive techniques. The Developmental Disabilities Program has approved rights restrictions in place. Some involve doctor ordered fluid restrictions. Others involve ensuring confidential information from the shredding area does not leave the building. One consumer at the Center had a rights restriction that was not signed by the Quality Improvement Specialist with her IP. This will be addressed in a Quality Assurance Observation Sheet in the Individual Planning section of this review.

Incident Reporting (Trends)

Incident Reports appear to be written when appropriate and routed according to policy. Trends are tracked by Easter Seals and documentation is shared with the Developmental Disabilities Program Quality Improvement Specialist. Incident Reports were found in consumer files.

Easter Seals has been diligent in following/implementing the Incident Management Policy. Three team leaders have been through the

investigation training offered by the Developmental Disabilities Program. Easter Seals staff continue to report to Adult Protective Services as warranted in the policy. They have hired a new Incident Management Coordinator since last review and she is doing a superb job. Occasionally incidents are marked incorrectly but are fixed immediately when this is pointed out by the Quality Improvement Specialist. The Incident Management Committee meets weekly to discuss critical incidents. High risk reviews are held when needed. Trends are sent monthly to the Quality Improvement Specialist.

Easter Seals continues to strive to follow the Incident Management Policy. They have met more than once with _____ from the Developmental Disabilities Central Office to address problems with the Access database tracking system. The Critical Incident Coordinator has done some outstanding teambuilding with Quality Life Concepts. Both Critical Incident Coordinators communicate regularly regarding incidents involving individuals they share. Easter Seals cooperates with investigations Quality Life Concepts is conducting. Both providers are now attending the other's critical incident management meetings when able to do so. Positive Quality Assurance Observation Sheets were written January 3, 2006 and November 9, 2006 regarding this teamwork and were mentioned previously in this review.

Criminal Background Checks

5 staff files were reviewed for new employees. There has been minimal staff turnover in the past year so "new" employees may have been there longer than 3 months. Files reviewed had criminal background and driver's checks.

Fire Drills

Documentation for fire and other evacuation drills was available in all day service sites. Fire extinguishers continue to be inspected yearly. No violations were found. Safety plans were made available to the surveyors during the on-site visits. Fire inspections were current for January through December 2006. No violations were noted. Each site had its own safety and wellness book on site.

Appendix I

There are no specific contractual agreements between the Developmental Disabilities Program and Easter Seals requiring staffing ratios due to the new rates system. During on-site visits to the various sites throughout the year it was noted that it appeared a sufficient number of staff people were present to ensure health and safety of the individuals served. During the survey all sites had more than adequate staffing.

Easter Seals completes Consumer Satisfaction Surveys and those were available to the reviewers with the IP summaries and assessments. When

individuals have asked for something more or different, the requests have been met by Easter Seals. Examples include being outside or going to the library more often or wanting more work to do.

Staff Satisfaction Surveys for were completed by Easter Seals and given to the Board of Directors. These are analyzed by the board and used for planning purposes. This year's focus was on benefits. A copy of the survey results was provided to the Developmental Disabilities Program and has been placed in their contract file.

A few consumer interviews were completed. Each of the individuals interviewed indicated they were satisfied with the services they received and had been made aware of their ability to choose their service provider. They stated they were happy with the services they received from Easter Seals. Individuals continue to port services into Easter Seals from other providers or to choose Easter Seals over other providers when offered services in Great Falls.

Orientation Training

Easter Seals continues to have an extensive orientation training package, which includes a Developmental Disabilities Core Curriculum, CBT, Confidentiality, Client Rights, Abuse & Neglect Reporting, Abuse Prevention, MANDT, Basic Behavior Principles, Positive Reinforcement, seizures and medications, and Instructional Strategies. Easter Seals uses parts of the DDCPT curriculum to supplement the CBT. A staff trainer has been hired since last review. Since Easter Seals has intensive level individuals they are required to have staff enrolled in CBT and they are following that policy. The trainer admits she tends to lose people when she gets to the higher numbers in the curriculum. The staff trainer is working on making sure everyone's training is kept current in Mandt, CPR, and first aid.

Staff interviews were completed in each area of each day services site as well as Supported Living, Community Supports, and Supported Employment. It appears the staff who work in direct support positions are well trained in specific needs or the individuals they serve. There were some questions that needed prompting by the Quality Improvement Specialist to get a desirable answer. One area where more training is needed is incident reporting (such as abuse, neglect, and exploitation reporting.) Most of the staff interviewed said they would have to notify their supervisor first. One person interviewed was an on-call staff. She had some difficulty with individual planning questions.

Specific Services Reviewed

A. Residential Accomplishments

Easter Seals has had another successful year in their Supported Living program. It now serves 8 individuals. They all appear happy with the services provided and supports offered are appropriate to their needs. The staff remain enthusiastic about their jobs and their mission to provide good services to the individuals in Supported Living services. They continue to have good rapport with the folks they provide services to. Easter Seals' exemplary Supported Living program remains person-centered. The consumers continue to get quality services and the team leader has developed a method of tracking time spent and activities done with them to ensure they are getting what is specified in their IP meetings and cost plans. **Quality Assurance Observation Sheet B**

The clients involved appear to have all grown in their independence and have remained safe and healthy the entire year. Apartment safety checks are done monthly as well as education on fire safety, disaster planning, kitchen safety, healthy food and nutrition training, community awareness.

Programmatic Deficiencies

None noted.

i. HEALTH AND SAFETY

Vehicles

Most folks receive transportation from community sources or are transported in company or staff vehicles or by families/friends. Some have objectives to ride the city bus. Staff are providing training for this during outings specified in their IPs.

Consumers

All of the consumers in Supported Living services who were interviewed were satisfied with the services they receive. They live in their own apartments and like where they lived. 5 individuals have moved into new apartments this year. This was a tremendous undertaking for the Supported Living staff! They assisted with locating affordable and safe housing, completing paperwork for assistance programs and assisted living, packing, moving, and recertification for housing assistance.

Medication Safety (psychotropics, training, programs, prns, certification, errors)

Medications were reviewed and no concerns were discovered. Supported Living staff who assist with meds are med certified. Training for independence with medications is taking place when needed. Some individuals have PCA services and get reminders to take their medication from their PCAs, some are independent with taking their meds, and some have Supported Living staff assist them until they reach maximum independence.

Sites (appearance, evacuation drills, SL apartments, emergency back-up, etc.)

Easter Seals does not own any Supported Living sites. Folks served through the Supported Living program reside in their own homes or apartments in the community. Most of the apartment complexes where individuals live have their own safety procedures. Easter Seals also does monthly safety drills and documentation of this was found in files. Training is provided if necessary and staff ensure folks in basement or second floor apartments had training on how to exit in an emergency. At the Workforce Development Center there is an emergency logbook for all Supported Living consumers and each client keeps a card in his/her wallet with emergency information on it. This information is available to the on call staff in case of emergency.

ii. SERVICE PLANNING AND DELIVERY**Individual Planning (Assessment, implementation, monitoring)**

IP planning was found in files and objectives appeared to be implemented in a timely fashion. Supported Living staff completed assessments and they were found in the working files. Satisfaction was noted in the IP summaries. IPs were reviewed for 2 Supported Living individuals. One individual () did not have an annual IP within the year. It was held late and not available at the time of the on-site review. A special IP was not held when () ported into Supported Living services to amend her IP objectives. These concerns will be addressed in the Case Management review.

Easter Seals stated consumer satisfaction with last year's objectives in their assessments. The assessments were found with the IPs and in other areas of the working files. Instead of quarterly reviews, monthly progress notes are completed and sent to Case Manager and the Quality Improvement Specialist. Easter Seals does internal Quality Assurance to monitor IPs. For some objectives it was not always clear if the objectives were implemented in a timely manner. The new method of tracking activities and supports given was very helpful in showing how many hours were provided to each individual. Developmental Disabilities Program staff discussed the possibility of rewording some objectives that state "...will attend an activity one time per week during the IP year." If someone refuses to go one week, then the criteria is not met.

Leisure / Recreation

Consumers participated in a variety of recreational/leisure activities of their choice both at home and in the community this year, including karate classes. Art classes and Special Olympics were a few preferred activities. Staff assist with transportation and

shopping for supplies if needed. One of the individuals who receives Supported Living services has become a well-known artist in Great Falls and the Developmental Disabilities community. An article was published about her in the Tribune. Another individual was mentioned in a book by one of the firefighters in New York City after she sent him one of her Special Olympics gold medals to show her appreciation for his heroic acts during 9/11.

Client Rights (restrictions/promotion of rights, grievance procedure)

No rights restrictions were found with Supported Living consumers. Staff review rights with the consumers annually for IP meetings. The Supported Living staff actually promote individuals' rights and independence.

Medical / health care

Health care for individuals in Supported Living was monitored for the most part by Easter Seals staff. Some consumers, however, have families who are very involved in their care and keep track of medical and dental appointments. Medications and medical appointments were documented and in order.

Emotionally Responsible Care Giving

This Quality Improvement Specialist observed the Thursday cooking class and witnessed the emotionally responsible care giving first hand. Staff in Supported Living give support and provide appropriate training for independence. Many choices were given to consumers regarding preferences and IP plans appeared to be individualized.

Consumer Surveys

The Quality Improvement Specialist asked a few questions from consumer surveys during interviews. Choices were clearly given to folks regarding how they spend their time, with whom, and where. All were happy with their living arrangements. Some had moved to different locations since last review. Easter Seals assisted them in finding new housing. Case Managers completed surveys with each client. They are filed with the IP documents. Easter Seals also does a satisfaction survey with their consumers every year.

Agency's consumer satisfaction surveys (do you? what info? what do you do to address?) (accreditation requirement)

Easter Seals has all surveys they completed this past year with the consumers on file at the main office. There was 100% satisfaction with the Supported Living program.

iii. STAFFING

Screening/Hiring

Policies were reviewed and seemed appropriate. A copy of the employee handbook was supplied to the Quality Improvement Specialist. Easter Seals has a written policy that outlines how individuals in Supported Living have the choice of staff who they wish to work with them.

Orientation/training

Policy was reviewed. Staff reported they were satisfied with the training they received. They were trained in CBT and CPR/First Aid as well as how to interact with the consumers, safety practices, rights, medications, and other training. Easter Seals keeps documentation of the training attendance and what topic was presented. Each team leader is responsible for documentation of training done in their area.

Ratios

There are no specific contractual agreements between the Developmental Disabilities Program and Easter Seals requiring staffing ratios due to the new rates system. Ratios are not a concern for Supported Living; services are received on an individualized basis according to the cost plan and IP decisions. The ratios at the group activities this Quality Improvement Specialist observed were 2 staff to 5 individuals and 1 staff to 4 individuals.

Staff Surveys

The Quality Improvement Specialist completed surveys with Supported Living staff. Questions were answered within guidelines with little or no prompting. Easter Seals staff surveys are on file in the main office.

iv. INCIDENT MANAGEMENT**APS**

Easter Seals continues to meet with APS and other regional agencies and Developmental Disabilities Program on a regular basis to discuss reporting issues. There is no documentation of actions have been taken by APS in the past year concerning Easter Seals.

Incident Reporting

This was addressed in the administrative area of this review. It is worth noting that the Supported Living staff faithfully report incidents and follow up when necessary.

B. Work/Day/Community Employment**Accomplishments**

Easter Seals maintains facility based and employment in the community. Supported Employment continues to place clients into jobs in the community. Enclave crews continue to work at sites in Great Falls doing contracted work. Attendance records for transportation and day services are kept at all locations.

All day services areas were observed and files were reviewed for the sample folks. Other accomplishments for individual sites were previously mentioned in the administrative section.

The Center

Staff supervision of consumers was at an appropriate pattern for the individuals in all the rooms at the center during the on-site visit. Individuals were involved in a variety of work and leisure activities. Weekly opportunities are offered for activities in the community. Opportunities to make choices and exercise self-determination were apparent.

Community Access

The individuals are included in community activities 1-2 times per week. Relief staff people are scheduled to assist with outings. This makes it easier and safer for the folks who go on the outings or those who remain behind. Opportunities for choice and self-determination were observed and documentation was also found in files. The size of this group seems much more manageable than the other facilities. It was easier for the surveyor to observe interactions at this site. Daily leisure activities are offered. The staff assisted with snacks, meals and activities.

Outsources Unlimited/Mailroom

The Outsources site was much more organized during the on-site visit for this survey. It still appeared crowded and busy but organized, not as hectic as in previous reviews. Groups of consumers were engaged in a variety of work and leisure activities throughout the large room. Staff people were assisting/supervising each group. Although the focus is on work at this particular site, opportunities for community inclusion continue to be offered and documentation was found supporting this. Wages earned and attendance are recorded in each consumer's file. The enclave crews were not observed this review period. Files were reviewed for all the sample folks. This site has improved over previous years' reviews and this is a worthy accomplishment.

Programmatic Deficiencies

These were addressed in the Quality Assurance Observation Sheet area of the administrative section. All responses from the last review were accepted by the Developmental Disabilities Program. New deficiencies will be noted in the specific areas where they occurred.

i. HEALTH AND SAFETY

Vehicles

This information can be found in the transportation section.

Consumers

Easter Seals provides a variety of day services to many individuals in Great Falls. The Quality Improvement Specialists interviewed consumers at all facility sites. All were satisfied with their services.

Medication Safety (psychotropics, training, programs, prns, certification, errors)

Easter Seals is striving towards getting all staff med certified. They have not met 100% yet. Medication documentation was looked at in all day service areas. Medications were stored in locked boxes and staff did triple checks. Only med certified staff assisted with meds. Photos were present in the med books as an added safety measure. Community Access had a medication policy in their book and a med error procedure. The Center books appeared to be in good order. Communication between residential and vocational services regarding PRN medications has improved but diligence is needed to ensure this remains good, especially at the Center where most of the medically needy individuals receive services.

As a result of a potential serious medication error at the center this year where two individuals with seizures were given the other's medication, Easter Seals changed the method of assisting with medications at that site. One staff is responsible for the entire building and takes a med cart around to each room at med times. The responsibility is rotated amongst the staff. All medications are also secured in one area rather than each room. Easter Seals also started using bubble packs for narcotic PRN medications as a result of an incident involving a missing medication. A Quality Assurance Observation Sheet was mentioned earlier in the review regarding medication procedures at the Center.

Sites (appearance, evacuation drills, SL apartments, emergency back-up, etc.)

The day services areas were clean/sanitary and uncluttered. Evacuation routes were reviewed. Egress was good. Fire extinguishers were in or near each area of day services. Monthly safety drills were on file in the office and were looked at for

frequency. Detailed monthly facility inspections were completed and documented in the safety books at each site. They included documentation on safety reports, attendance in staff training and actual tests if one was given, and daily walk through inspections at each site.

In case of emergency, the day service used codes for back up for different situations such as emergency medical personnel have been called and are on the way. The door at Outsources/mail room does not open out and could be a hindrance in an emergency. Although this is not a finding in the fire marshal's report. It may be something to think about in the future if renovations are completed on the building. Safety remains a priority at all sites.

Supplies seemed to be adequate and were locked up for safety. All areas continue to have MSDS books in accordance with OSHA requirements. Cleaning supplies were in locked cabinets in all other locations. The fire extinguisher at Workforce Development Center was due to be checked by the end of the month. Other areas had current fire extinguishers. Inspections were completed with favorable results. Documentation was found on site.

ii. **SERVICE PLANNING AND DELIVERY**

Individual Planning (Assessment, implementation, monitoring)

IP plans were reviewed for all the sample folks. Files had IP packets in them and staff had access to them. Some IP information was difficult to find as it was in different areas or files. Assessments were completed by Easter Seals staff and found in files. It was difficult to find information on current objective data at some sites. One IP at the center had the wrong date on it (was the 2006 IP but had 2005 on it.) () one individual at the center had the exact same objectives the previous IP. did not have a current procedure for fluid intake and has serious medical issues. Some files had missing IP information. It was difficult to find all the data that was needed for the Quality Assurance review. Many long range goals were really two or three goals. had a 2004 interaction protocol in her file. Satisfaction with the previous plan is not always apparent in the IP summary or is not marked on the status of objectives form. Objectives were not always measurable. Amendments to the IP were not sent to all the team members. The Quality Improvement Specialist was not aware of many of the amendments until the file review. **Quality Assurance Observation Sheet 1**

Since Individual Plans are the responsibility of the Case Manager, these concerns will also be addressed it the Case Management Quality Assurance review.

Some data sheets were generic and it was difficult to follow how data was being recorded for different objectives for different individuals. After Quality Improvement Specialists voiced concerns about the generic data sheets at Outsouces/mail room, one of the staff sent a revised data sheet to the Quality Improvement Specialist the following day that was more specific to the individuals on her caseload. It was exactly what we discussed! Great work.

Easter Seals does their own Quality Assurance review of IPs and services provided. Quarterly reports on IP objectives are sent to the Case Managers and Quality Improvement Specialist.

Staff at the day sites appear to be trained in specific protocols for consumers as evidenced in the staff interviews. Daily schedules are done to remind staff what individuals have programs that need to be done and when so they do not get missed. Some objectives require review and sign off on a quarterly basis. Wages and attendance were tracked for all folks at the various sites.

Leisure / Recreation

All the day program sites offered leisure and recreational activities to the consumers both on site and in the community. More and different activities have been added in the past year. Participation is documented in each individual's chart. Community activities included going to parks, the mall, the library, watering plants downtown, the mail run, and 1:1 outings. Staff reported most outings occur when the weather is warmer. There is still no guarantee outings are done on a weekly basis due to weather, staffing patterns, and van availability. Outsouces Unlimited and the mailroom are more work-oriented but the individuals there do get out into the community for integration.

Client Rights (restrictions/promotion of rights, grievance procedure)

Documentation that rights are reviewed with consumers each year prior to his/her IP meeting was found in files. Rights appeared to be promoted by staff. at the Center had a rights restriction for fluids but it was not signed by the Quality Improvement Specialist. This was mentioned in the Quality Assurance Observation Sheet regarding IPs.

Medical / health care

Medical and health care was usually handled by residential staff. Files had emergency contacts available. Only Med certified staff administer medications prescribed for administration during the workday. Communication between residential and vocational service providers concerning health issues continues and the

current team leaders are diligent in ensuring good communication continues. Due to a health emergency with an individual on one of the work crews who works after hours, Easter Seals has added their on-call person for emergencies with evening with work crews. Although this individual receives Supported Living from another provider and the on-call for that provider responded, Easter Seals felt it was their responsibility to ensure they had an on-call available as well. They are responsible for the health and safety of the individuals they serve while they are participating in their day and Supported Employment programs. **Quality Assurance Observation Sheet C**

Emotionally Responsible Care Giving

Observations of staff interaction with the consumers by the Quality Improvement Specialists showed that the staff in all day services and Supported Employment areas practiced emotionally responsible care giving. This was also evidenced by and the answers given during staff surveys.

Consumer Surveys

The Supported Employment and Day services consumers were asked questions about their satisfaction with job placements and work services in general. All appeared happy with the services they received and the staff providing it. 100% satisfaction with services was noted in the team leader reports for each quarter.

Agency's consumer satisfaction surveys (do you? what info? what do you do to address?) (accreditation requirement)

Easter Seals had a file of all surveys they completed this past year with the consumers in a file at the main office. When individuals have made requests for doing something different, they have been addressed by the team leaders.

iii. STAFFING

Screening/Hiring

Policies were reviewed and seemed appropriate. As mentioned previously, a copy of the employee handbook was supplied to the surveyor during the on-site visit. All staff files reviewed were in order.

Orientation/training

Staff interviewed felt they were trained and oriented adequately. Several said they were not placed with consumers until they felt comfortable. Easter Seals follows parts of the DDCPT curriculum. Training and attendance are documented at the main office and by team leaders at their sites. Other comments can be found in previous section on orientation/training.

Ratios

There are no specific contractual agreements between the Developmental Disabilities Program and Easter Seals requiring staffing ratios due to the new rates system. At the time of the survey, the staff patterns seemed adequate in meeting health and safety needs of the individuals served.

Staff Surveys

Surveys were successfully completed with staff from each area. Results are noted previously in this document.

iv. INCIDENT MANAGEMENT**Adult Protective Services**

Easter Seals continues to meet with APS and other regional agencies and the Developmental Disabilities Program on a regular basis to discuss reporting issues. There is no documentation of actions taken by APS in the past year concerning Easter Seals. One investigation was completed by Adult Protective Services regarding a staff from Day services this year. The results were different than the outcome of the investigation done by Easter Seals. The staff was taken off bus duty and training on interaction with consumers was completed. No abuse was substantiated.

Incident Reporting

Incident Reports were in files. Incident Reports are written when appropriate and routed according to policy. Trends are tracked by Easter Seals and documentation is shared with the Quality Improvement Specialist. APS referrals were made when appropriate and staff were aware of Easter Seals' and the Developmental Disabilities Program's policies. See more comments in administrative section.

C. Community Supports**Accomplishments**

The Community Supports program at Easter continues to be successful and to grow. It remains consumer driven. The program has grown to 14 consumers this year with some ports coming in from other providers and some new individuals coming in as Community Supports openings occurred. The Community Supports program offers a variety of services from recreational and leisure types of activities to individual educational and habilitation programs such as cooking class. Some individuals receive traditional day program services part time. Consumers and their families are very pleased with the program. The stability of staff in this program is one of its greatest benefits. The Developmental Disabilities Program is unaware of any concerns or complaints

expressed on or behalf of any of the consumers served this past year. A Record Tracking system was developed to track hours of support given to ensure that individuals who receive Community Supports receive the hours that they are entitled to in their Community Supports Agreements and IPs. A Quality Assurance Observation Sheet was written regarding this as was mentioned in the Administrative and Supported Living sections.

A 100% review was completed on consumers in this program. File review of the Community Supports agreement, the IP document, and information gathered over the course of the last year were considered. Consumer surveys were available for all consumers.

this young woman began services in May 2006 and receives social, leisure, recreational activities as well as Supported Employment job coaching and respite.

this individual lives with her father and exchanged her traditional day program service in order to access community supports. Easter Seals has had much more flexibility in meeting her needs which include assistance with ordering her medications and medical appointments and getting her hair cut once per week. These services are provided in addition to her attendance in the work activity program two days per week and cooking class once per month. Through Community Supports this individual has been able to participate in many community events that she would not have had the opportunity to have access to without the supports given to her by Easter Seals.

this young woman wanted to learn how to read better and with the assistance of Easter Seals a tutor was found and she is currently reading at the 4th grade level. She was at 2nd grade last year so has made incredible progress in 2 years. This increase in reading skills will enable her to have more options for employment in the future as well as overall advancement in her living skills.

the young man receives Supported Employment for furthering the development of his work skills with his Community Supports. He was working on a janitorial crew with Easter Seals 2 days per week. He now has Vocational Rehabilitation as well as Community Supports.

this gentleman ported in from another Community Supports provider in Great Falls and was receiving vocational services with the janitorial crew with his Community Supports. He was recently added to full day services through the expansion.

This young man lives in an apartment with his significant other who is also a Community Supports recipient. They moved into a new place this past year and required much assistance with finding just the right place they could afford and be safe. had been receiving supports over and above the Community Supports plan he had due to domestic violence issues with his significant other and poor decisions regarding financial matters. He was exited from Community Supports and added to Supported Living and Supported Employment services with the expansion and will be getting the full services he needs now.

his young man is receiving Supported Employment services through is Community Supports to increase his independence at work and maintaining employment, completing duties as assigned, and working scheduled hours. He began services in June 2006.

This young lady receives Supported Living services with her Community Supports. She requires assistance with budgeting, meal preparation and housekeeping. She has received significantly more time from Easter Seals than was in her plan due to the need for a significant amount of emotional support due to domestic violence with her significant other who is also a Community Supports recipient. They live together and moved into a new apartment this year. Easter Seals assisted with all aspects of the move. Hopefully with her significant other getting the full supports he needs now, will not need as much supports. Easter Seals has stated they cannot continue to provide more supports than in her plan much longer. IP teams are involved.

this young woman receives social/leisure/recreation as well as day services under Community Supports. She attends Outsources Unlimited once per week and the cooking class once per week. She is happy with her services and has no problem with telling anyone about her satisfaction with services. She participates in Special Olympics and had sent one of her gold medals to a NY City firefighter to show her appreciation for his heroic acts during 9/11; he mentioned her in his book.

this woman exchanged a full day service for community supports due to deteriorating health issues. As a result, she has a mixed plan which includes some day program attendance, as she tolerates, in order to maintain contact with her friends and as much as 250 hours of recreational and leisure activities. The Community Supports program appears to be meeting her needs much better than the traditional services.

is a young woman who ported to Easter Seals from another provider the year before last and continues to enjoy her supports from Easter Seals. can access 250 hours of cooking and art and other classes that are of interest and enjoyment to her. She and her family are very pleased with services provided by Easter Seals.

receives Supported Employment for his job at St Vincent's, as well as social/leisure/recreation and educational and health maintenance services under Community Supports. He has great natural supports. He attends sporting events, has a housekeeper, gets computer education services and attends cooking classes. He gets valuable assistance with his menus, shopping and in working out in a local spa to help achieve optimum health. He also purchases on call services through his Community Supports plan so that someone can respond to him 24/7 in the event of an emergency. He lives on his own and is an able advocate for himself. He uses public transportation independently but likes the company of his staff as well.

continues to receive day services and transportation in the form of attending the "Bridges" program through Easter Seals. The program is beneficial to this gentleman and his family by providing social opportunities for him while providing his family respite during the day. No objectives were noted in his IP.

lives at home with her family and buys 2 days at the intensive day program with transportation through Community Supports. She has extreme deficits in communication and self-help, as well as behavioral issues that have been difficult to manage. It should be noted that she would benefit from full services but was not able to find a provider to serve her under the expansion.

Easter Seals staff have worked very hard to create and to maintain a consumer driven community supports program and it continues to expand. Additionally, it needs to be noted that the agency has maintained a 10% administrative fee—which ensures the most dollars are going to direct services. There is a 100% consumer satisfaction rate. The individuals involved in the Community Supports program have all increased their independence and have been safe and healthy for the most part, this year. Monthly apartment checks are done with individuals who live independently in the community.

D. Transportation

Easter Seals contracts with Hall Transit for most of their transportation needs. Some individuals receive bus passes for extended services if they qualify. They have 2 fourteen-passenger busses and 6 other vehicles in their fleet. Fire extinguishers were present in the vehicles. Maintenance logs, insurance cards, and other transportation issues were available upon request. The only transportation contract provided by Easter Seals with the Developmental Disabilities Program is for the janitorial and enclave folks and the Supported Living folks. Easter Seals ensures insurance is current and maintenance of company vehicles is done regularly. There is a procedure for maintenance. Records are kept at the Center. They file the quarterly reports for MDT on line now.

Policies and training are in place for the safe transportation of the individuals served. Training includes safe operation of the lift, accident prevention and safe driving tips. Videos and checklists are used. A copy of Easter Seals driver orientation checklist was provided to Quality Improvement Specialist. Staff are checked for current driver's license. The driver training they receive is separate from orientation training. There is no written test but the instructor signs off that they meet the qualifications.

Accomplishments

Easter Seals has been able to give the individuals they serve more opportunities for community integration in the past year.

Programmatic Deficiencies

None noted.

Conclusion**Findings Closed**

All responses to Quality Assurance Observation Sheets from the previous review and during the review period have been accepted.

Findings Open / Plan of Correction

New findings include only one that requires a response. Individual planning needs to be improved upon with more staff training.